Printed by EAST

UserID: TDixon

Computer: WS09790

Date: 03/03/2003

Time: 10:18

Search Notes

09/923,202

	Type	L #	Hits	Search Text	DBs	Time Stamp
1	BRS	L1	87	(dispatch or dispatcher) and (service same technician) and (order or subscription or subscribe) and (cable or telephone)	US-PGPUB; EPO; JPO	2003/03/03 09:48
2	BRS	L2	6	(doctor or nurse or technicial) and specialty and (in-home)	US-PGPUB; EPO; JPO; DERWENT	2003/03/03 09:48
3	BRS	L3	0	(((doctor or nurse or technicial) and specialty and (in-home)) or ((705/8).CCLS.)) and (technician near3 skill)	US-PGPUB; EPO; JPO; DERWENT	2003/03/03 09:48
4	BRS	L4	4	(dispatch or dispatcher) and (service same technician) and (order or subscription or subscribe)	EPO; JPO; DERWENT	2003/03/03 09:49

```
### Status: Path 1 of [Dialog Information Services via Modem]

### Status: Initializing TCP/IP using (UseTelnetProto 1 ServiceID pto-dialog)
Trying 31060000009999...Open

DIALOG INFORMATION SERVICES
PLEASE LOGON:
 ******** HHHHHHHH SSSSSSSS?
### Status: Signing onto Dialog
 ********
ENTER PASSWORD:
 ******** HHHHHHHH SSSSSSSS? ********
Welcome to DIALOG
### Status: Connected


Dialog level 02.12.60D

Last logoff:  21feb03 15:10:55
Logon file405 03mar03 12:00:55
           *** ANNOUNCEMENT ***
                    ***
--File 515 D&B Dun's Electronic Business Directory is now online
completely updated and redesigned. For details, see HELP NEWS 515.
                    ***
--File 990 - NewsRoom now contains October 2002 to present records.
File 993 - NewsRoom archive contains 2002 records from January 2002-
September 2002. To search all 2002 records, BEGIN 990,993 or B NEWS2002
                    ***
--Alerts have been enhanced to allow a single Alert profile to be
stored and run against multiple files. Duplicate removal is available
across files and for up to 12 months. The Alert may be run according
to the file's update frequency or according to a custom
calendar-based schedule. There are no additional prices for these
enhanced features. See HELP ALERT for more information.
                    ***
--U.S. Patents Fulltext (File 654) has been redesigned with
new search and display features.  See HELP NEWS 654 for
information.
                    ***
--Connect Time joins DialUnits as pricing options on Dialog.
See HELP CONNECT for information.
                    ***
--CLAIMS/US Patents (Files 340,341, 942) have been enhanced
with both application and grant publication level in a
single record. See HELP NEWS 340 for information.
                    ***
--SourceOne patents are now delivered to your email inbox
as PDF replacing TIFF delivery. See HELP SOURCE1 for more
information.
                    ***
--Important news for public and academic
libraries.  See HELP LIBRARY for more information.
                    ***
--Important Notice to Freelance Authors--
See HELP FREELANCE for more information
                    ***
For information about the access to file 43 please see Help News43.
***
NEW FILES RELEASED
***Dialog NewsRoom - Current 3-4 months (File 990)
***Dialog NewsRoom - 2002 Archive (File 993)
***Dialog NewsRoom - 2001 Archive (File 994)
***Dialog NewsRoom - 2000 Archive (File 995)
***TRADEMARKSCAN-Finland (File 679)
***TRADEMARKSCAN-Norway  (File 678)
***TRADEMARKSCAN-Sweden  (File 675)
                    ***
```

UPDATING RESUMED
***Delphes European Business (File 481)

RELOADED
***D&B Dun's Electronic Business Directory (File 515)
***U.S. Patents Fulltext 1976-current (File 654)
***Population Demographics (File 581)
***Kompass Western Europe (File 590)
***D&B - Dun's Market Identifiers (File 516)

REMOVED
***Chicago Tribune (File 632)
***Fort Lauderdale Sun Sentinel (File 497)
***The Orlando Sentinel (File 705)
***Newport News Daily Press (File 747)
***U.S. Patents Fulltext 1980-1989 (File 653)
***TOXNET data is added to ToxFile (F156)

New document supplier
IMED has been changed to INFOTRIE (see HELP OINFOTRI)

>>> Enter BEGIN HOMEBASE for Dialog Announcements <<<
>>> of new databases, price changes, etc. <<<

COREFULL is set ON as an alias for 15,9,623,810,275,624,636,621,813,16,160,148,20.
COREABS is set ON as an alias for 77,35,593,65,2,233,99,473,474,475.
COREALL is set ON as an alias for COREFULL,COREABS.
SOFTFULL is set ON as an alias for 278,634,256.
EUROFULL is set ON as an alias for 348,349.
JAPOABS is set ON as an alias for 347.
HEALTHFULL is set ON as an alias for 442,149,43,444.
HEALTHABS is set ON as an alias for 5,73,151,155,34,434.
DRUGFULL is set ON as an alias for 455,129,130.
DRUGABS is set ON as an alias for 74,42.
INSURANCEFULL is set ON as an alias for 625,637.
INSURANCEABS is set ON as an alias for 169.
TRANSPORTFULL is set ON as an alias for 80,637.
TRANSPORTABS is set ON as an alias for 108,6,63.
ADVERTISINGFULL is set ON as an alias for 635,570,PAPERSMJ,PAPERSEU.
INVENTORYABS is set ON as an alias for 8,14,94,6,34,434,7.
BANKINGFULL is set ON as an alias for 625,268,626,267.
BANKINGABS is set ON as an alias for 139.
HEALTHALL is set ON as an alias for COREFULL,COREABS,HEALTHFULL,HEALTHABS.
INSURANCEALL is set ON as an alias for COREFULL,COREABS,INSURANCEFULL,INSURANCEABS.
RESERVATIONALL is set ON as an alias for COREFULL, COREABS.
OPERATIONSALL is set ON as an alias for COREFULL,COREABS,INVENTORYABS.
TRANSPORTALL is set ON as an alias for COREFULL,COREABS,TRANSPORTFULL,TRANSPORTABS.
ADVERTISINGALL is set ON as an alias for COREFULL,COREABS,ADVERTISINGFULL.
SHOPPINGALL is set ON as an alias for COREFULL,COREABS,ADVERTISINGALL,47.
INVENTORYALL is set ON as an alias for COREFULL,COREABS,INVENTORYFULL.
BANKINGALL is set ON as an alias for COREFULL,COREABS,BANKINGFULL,BANKINGABS.
PORTFOLIOALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.
TRADINGALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.
CREDITALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.
FUNDSALL is set ON as an alias for COREFULL,COREABS,BANKINGALL,608.
* * New CURRENT Year ranges installed **
SYSTEM:HOME
Cost is in DialUnits
Menu System II: D2 version 1.7.8 term=ASCII
*** DIALOG HOMEBASE(SM) Main Menu ***

Information:
1. Announcements (new files, reloads, etc.)
2. Database, Rates, & Command Descriptions
3. Help in Choosing Databases for Your Topic
4. Customer Services (telephone assistance, training, seminars, etc.)
5. Product Descriptions

Connections:
6. DIALOG(R) Document Delivery
7. Data Star(R)

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/H = Help /L = Logoff /NOMENU = Command Mode

Enter an option number to view information or to connect to an online service. Enter a BEGIN command plus a file number to search a database (e.g., B1 for ERIC).
?b corefull, coreabs

>>> 77 does not exist
>>>1 of the specified files is not available
03mar03 12:01:04 User242933 Session D145.1
$0.00 0.176 DialUnits FileHomeBase
$0.00 Estimated cost FileHomeBase
$0.03 TELNET
$0.03 Estimated cost this search
$0.03 Estimated total session cost 0.176 DialUnits

SYSTEM:OS - DIALOG OneSearch
File 15:ABI/Inform(R) 1971-2003/Mar 01
(c) 2003 ProQuest Info&Learning
***File 15: Alert feature enhanced for multiple files, duplicate** removal, customized scheduling. See HELP ALERT.
File 9:Business & Industry(R) Jul/1994-2003/Feb 28
(c) 2003 Resp. DB Svcs.
File 623:Business Week 1985-2003/Feb 28
(c) 2003 The McGraw-Hill Companies Inc
File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire
File 275:Gale Group Computer DB(TM) 1983-2003/Feb 28
(c) 2003 The Gale Group
File 624:McGraw-Hill Publications 1985-2003/Feb 28
(c) 2003 McGraw-Hill Co. Inc
File 636:Gale Group Newsletter DB(TM) 1987-2003/Feb 28
(c) 2003 The Gale Group
File 621:Gale Group New Prod.Annou.(R) 1985-2003/Feb 28
(c) 2003 The Gale Group
File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc
File 16:Gale Group PROMT(R) 1990-2003/Feb 27
(c) 2003 The Gale Group
***File 16: Alert feature enhanced for multiple files, duplicate** removal, customized scheduling. See HELP ALERT.
File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2003/Feb 28
(c)2003 The Gale Group
***File 148: Alert feature enhanced for multiple files, duplicate** removal, customized scheduling. See HELP ALERT.
File 20:Dialog Global Reporter 1997-2003/Mar 03
(c) 2003 The Dialog Corp.
File 35:Dissertation Abs Online 1861-2003/Feb
(c) 2003 ProQuest Info&Learning
File 593:KOMPASS Central/Eastern Europe 2003/Jan
(c) 2003 KOMPASS Intl.
File 65:Inside Conferences 1993-2003/Mar W1
(c) 2003 BLDSC all rts. reserv.
File 2:INSPEC 1969-2003/Feb W3
(c) 2003 Institution of Electrical Engineers
***File 2: Alert feature enhanced for multiple files, duplicates** removal, customized scheduling. See HELP ALERT.
File 233:Internet & Personal Comp. Abs. 1981-2003/Feb
(c) 2003 Info. Today Inc.

File 99:Wilson Appl. Sci & Tech Abs 1983-2003/Jan
(c) 2003 The HW Wilson Co.
File 473:FINANCIAL TIMES ABSTRACTS 1998-2001/APR 02
(c) 2001 THE NEW YORK TIMES
***File 473: This file will not update after March 31, 2001.**
It will remain on Dialog as a closed file.
File 474:New York Times Abs 1969-2003/Feb 28
(c) 2003 The New York Times
File 475:Wall Street Journal Abs 1973-2003/Feb 28
(c) 2003 The New York Times

Set	Items	Description
		?s (service (w) technician) and (diagnostic or diagnostics) and (home)
		Processing
		Processed 10 of 22 files ...
		Processing
		Processed 20 of 22 files ...
		Completed processing all files
	11925680	SERVICE
	91361	TECHNICIAN
	5524	SERVICE(W)TECHNICIAN
	607480	DIAGNOSTIC
	282772	DIAGNOSTICS
	5905018	HOME
S1	227	(SERVICE (W) TECHNICIAN) AND (DIAGNOSTIC OR DIAGNOSTICS) AND (HOME)
		?s s1 and (skill or skill or specialty or specialist)
	227	S1
	296573	SKILL
	296573	SKILL
	1149782	SPECIALTY
	714555	SPECIALIST
S2	30	S1 AND (SKILL OR SKILL OR SPECIALTY OR SPECIALIST)

?type s2/3,ab/all
>>>No matching display code(s) found in file(s): 65, 593, 623-624, 810, 813

2/3,AB/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

02376472 124760861
Against the odds
Anonymous
Call Center Magazine v15n6 PP: 22-38 Jun 2002 ISSN: 1064-5543
JRNL CODE: CCMA
WORD COUNT: 6055

ABSTRACT: Last month in Orlando, 12 companies whose call centers defy economic indicators by meeting or surpassing their goals were recognized. Many of the award-winning call centers are forces for growth within their companies. Some, such as Internet service provider Ikano and travel insurance provider World Access, are hiring more staff. Amid growing demand piqued by plummeting interest rates, Provident Credit Union managed to introduce a certification program for agents, raise agents' salaries and handle fewer calls - all while reducing costs and increasing revenue. At other companies, call center leaders are corporate leaders. Example: At Potomac Electric, the evaluation form the call center first developed for, and with, agents is now in use throughout the utility. The 12 winners are highlighted.

2/3,AB/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

02172478 73090103
User-focused designs

Anonymous
Appliance Manufacturer v49n5 PP: 33-52 May 2001 ISSN: 0003-679X
JRNL CODE: APL
WORD COUNT: 5909

ABSTRACT: The fourteenth annual Excellence in Design Winners and Runners-up in the appliance industry are featured, including: John Deere, for its Spin-Steer Technology Lawn Tractor; IMI Cornelius Inc., for its Lipton Brewed Iced Tea Dispenser; and Motorola, for its NFL Headset.

2/3,AB/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

02023752 53868302
Making a lot from (a lot of) the little things
Barks, Joseph V
Electrical Apparatus v53n5 PP: 27 May 2000 ISSN: 0190-1370 JRNL CODE: ELAP
WORD COUNT: 3152

ABSTRACT: Universal Motor Service Inc.'s tradition of whatever-it-takes resourcefulness can be traced its founding in 1946 in the basement of the Garfield, New Jersey, **home** of Stephen Adzima, father of the company's current president. Drawing on his aggressiveness and ability to "see the whole field", Adzima has directed Universal's growth through a variety of successful strategies: 1. acquiring what you can not build easily yourself, 2. finding the right niches, and 3. thinking big about things that are small. While Universal plans to continue to promote its ability to service a wide variety of motors, it also has long recognized. Under the direction of General Manager of Operations Andy Vulcz, who joined the company four years ago, Universal is also pushing to expand its abilities in energy services, with a concentration on drives and controllers.

2/3,AB/4 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01034840 96-84233
Stunning G.E./Columbia deal termed a brilliant stroke
Werner, Curt
Health Industry Today v58n5 PP: 1, 10+ May 1995 ISSN: 0745-4678
JRNL CODE: HIT
WORD COUNT: 2274

ABSTRACT: General Electric (GE) Medical Systems pulled off what could become the biggest marketing coup in the industry recently when it reached agreement on a comprehensive 5-year contract with Columbia/HCA Healthcare Corp. that encompasses the sale, service, and utilization of all **diagnostic** imaging machines in Columbia/HCA's 315 hospitals. To many, the deal signals the start of a natural partnership between the US' largest medical company and its largest equipment company. Competitors fear that the pact with Columbia/HCA, the US leader in innovative, cost-saving agreements, gives GE an unfair advantage when the time comes to recommend new equipment purchases. They say that GE would also gain a big leg up in the bidding process for Columbia/HCA's business, since vendors rarely participate in the equipment selection process.

2/3,AB/5 (Item 5 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

00727515 93-76736

Designing the Future
Babyak, Richard J.
Appliance Manufacturer v40n7 PP: 19-29 Jul 1992 ISSN: 0003-679X
JRNL CODE: APL
WORD COUNT: 6934

ABSTRACT: Some of the technological advances being made today are speculative and will probably never materialize, while others are simply waiting to be made more cost-effective. Researchers at Battelle Memorial Institute are field testing a gas griddle for commercial use that employs a recirculating hot oil system to transfer heat from the flame to the metal cooking surface. Turning light energy from the sun into electricity is already a reality. Photovoltaic modules in the field today generate 47 million watts worldwide. The vision for the future is to increase the efficiency of photovoltaics to the point where costs per kilowat hour are comparable to conventional electric power. Japan's NEC Corp. envisions a day when personal computers become small enough, and necessary enough, to be worn like clothing. Designers and engineers at the company are currently working on projects that will comfortably marry machine to body. Key to the concept is the tailoring of designs to specific purposes and occupations.

2/3,AB/6 (Item 6 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

00708894 93-58115
Who's showing what where
Anonymous
Editor & Publisher v126n20 PP: 12N-56N May 15, 1993 ISSN: 0013-094X
JRNL CODE: EDP
WORD COUNT: 19597

ABSTRACT: A listing of exhibitors, along with product descriptions, is presented for the Newspaper Association of America's Nexpo '93.

2/3,AB/7 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2003 Resp. DB Svcs. All rts. reserv.

02117432
Troubleshooting techs turn to Net
(Automotive Information Systems Inc (St Paul, MN) provides auto repair information to technicians & consumers via phone and Internet; has some 30,000 shop subscribers)
Automotive News, n 5760, p 24
April 06, 1998
DOCUMENT TYPE: Journal ISSN: 0005-1551 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 563

ABSTRACT:
Information is the automotive **service technician** 's most valuable tool and the Internet is fast becoming the toolbox. Technicians who specialize in diagnosing problems are adept at using the Internet to help them interpret vehicle flow charts and diagrams, said Mike Baird, chief technology officer at Snap-on **Diagnostics** in San Jose, Calif. Snapon **Diagnostics** is a business unit of Snap-on Inc. of Kenosha, Wis. Baird participated in a panel discussion sponsored by the Service Technicians Society that explored Internet information :available to technicians. The discussion was held during the SAE International Congress and Exposition in Detroit in February. The Service Technicians Society is a sister organization of SAE. All Snap-on Windows-based computers will have high-speed internet access soon, Baird said, adding, "I invite you to get on board and exploit (the Internet) to the fullest."

Automotive Information Systems Inc. in St. Paul, Minn., is doing just that,

said President Jeff Sweet, who was a panelist.

The 10-year-old company has 31 factory-trained technicians who offer diagnosis via telephone, fax and -- as of two years ago -- the Internet. Internet **diagnostics** is a tiny part of the company's service and only 20 percent of the Internet requests are from technicians; the rest are from consumers. Sweet said he expects the Internet part of the business and its use by technicians to grow. Automotive Information Systems has about 30,000 shop subscribers including some new-ear dealers.

Subscribers access the hot line via a toll-free phone number. A menu connects the caller to a technician, who is trained to diagnose the problem on the spot. The caller is billed $2.85 per minute: the average call lasts eight minutes.

2/3,AB/8 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

01619702 SUPPLIER NUMBER: 14390574 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Getting support. (third-party network service providers)
Dolan, Tom; Smith, Sue
LAN Magazine, v8, n11, p77(6)
Oct, 1993
ISSN: 0898-0012 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 4000 LINE COUNT: 00349

ABSTRACT: Third-party service organizations can provide the support information system (IS) organizations need for new system design and implementation, troubleshooting, remote monitoring, 7-by-24 service, network management, spares, fulfillment of warranty programs, and software value maximization. The four primary areas of system implementation are network planning, site surveys, network design, and implementation management; how third-party service organizations support these operations is described. The services they offer for troubleshooting cover five key areas: reconfigurations, network tuning, **diagnostic** services, user and administrator support, and facilities management. Also described are remote monitoring services, 7-by-24 support, extended warranties, management services, and the use of specific services by various companies.

2/3,AB/9 (Item 2 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

01526479 SUPPLIER NUMBER: 12320404 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Bulletin boards. (Directory)
Computer Shopper, v12, n8, p705(42)
August, 1992
DOCUMENT TYPE: Directory ISSN: 0886-0556 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
WORD COUNT: 75508 LINE COUNT: 05815

2/3,AB/10 (Item 3 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

01468442 SUPPLIER NUMBER: 11686046 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Specialized services. (a directory of specialized services for DEC system owners) (Buyers Guide)
DEC Professional, v10, n11, p180(7)
Oct 15, 1991
DOCUMENT TYPE: Buyers Guide ISSN: 0744-9216 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 7927 LINE COUNT: 00748

ABSTRACT: A directory of services for DEC system owners is provided. The

directory includes information about services such as disaster recovery, leasing and renting, maintenance, systems integration, training, and consulting. It also includes listings of distributors, resellers, OEMs, value-added resellers, and suppliers. Some of these services include Data Retrieval Services data recovery services and Computer Security Consultant's RecoveryPAC disaster recovery planning software. The names and telephone numbers of the service providers are included.

2/3,AB/11 (Item 1 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 2003 McGraw-Hill Co. Inc. All rts. reserv.

01225494
Sikorsky S-92 Shop Talk
Business & Commercial Aviation February, 2002; Pg 48; Vol. 90, No. 2
Journal Code: BCA ISSN: 0191-4642
Section Heading: FEATURES: INFLIGHT REPORT
Word Count: 2,987 *Full text available in Formats 5, 7 and 9*

BYLINE:
By Dave Benoff

2/3,AB/12 (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

04136942 Supplier Number: 54284640
Service; Sales trends. heating up.
Smith, Lee
Swimming Pool/Spa Age, pNA
March, 1999
Language: English Record Type: Fulltext
Document Type: Newsletter; Tabloid; Trade
Word Count: 1358

2/3,AB/13 (Item 2 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

02712573 Supplier Number: 45503502
STUNNING G.E./COLUMBIA DEAL TERMED A BRILLIANT STROKE
Health Industry Today, v58, n5, pN/A
May, 1995
Language: English Record Type: Fulltext
Document Type: Newsletter; Professional Trade
Word Count: 2387

2/3,AB/14 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

08711245 Supplier Number: 75122527
User-Focused Designs.(Excellence in Design awards)
Jones, Charmaine
Appliance Manufacturer, v49, n5, p33
May, 2001
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 6101

2/3,AB/15 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

08659397 Supplier Number: 74802666
The Positive Aspects of Flat Rate Pricing.(Heating ventilation air conditioning prices)(Brief Article)
HAJDUK, MIKE
Air Conditioning, Heating & Refrigeration News, v213, n1, p16
May 7, 2001
Language: English Record Type: Fulltext
Article Type: Brief Article
Document Type: Magazine/Journal; Trade
Word Count: 971

2/3,AB/16 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

08587736 Supplier Number: 63986944
Capabilities Guide 2000.
Pipeline & Gas Journal, v227, n7, p51
July, 2000
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 16813

2/3,AB/17 (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

07995394 Supplier Number: 63502570
Just Troubleshoot Me.(Technology Information)(Tutorial)
Johnson, Dave
Home Office Computing, v17, n5, p67
May, 1999
Language: English Record Type: Fulltext Abstract
Article Type: Tutorial
Document Type: Magazine/Journal; Trade
Word Count: 3087

ABSTRACT:
Most computer equipment develops signs of trouble before failing completely, but diagnosis can be difficult. One common problem is a drained CMOS battery. The CMOS battery lasts about four years and is fairly simple to replace, or the user can back up CMOS settings in a utility program. Odd sounds and frequent crashes signal a faulty power supply, a problem which can destroy a system; the only cure is to replace the part. Grinding and thrashing noises indicate that a hard disk may crash soon, showing the importance of backup. Virus infection may cause PCs to act bizarrely. Every system should have an anti-virus program with detection and repair features running at all times. Modems can suddenly fail to work if a newly-installed peripheral hogs the serial port, forcing reconfiguration. Software conflicts may cause a mouse to work improperly, but in most cases it is simply dirty and can be cleaned with isopropyl alcohol. A charging roller is a thin wire in a printer that enables toner to adhere to paper; the printer may output blank or splotchy pages if it breaks. The roller is sometimes inside the toner cartridge but more often inside the drum assembly, which should be professionally serviced.

2/3,AB/18 (Item 5 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

06367774 Supplier Number: 54727481
THE SOFTWARE EVOLUTION.
Weil, Michael S.
Contracting Business, v56, n5, p66
May, 1999
Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade
Word Count: 4701

2/3,AB/19 (Item 6 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

05579262 Supplier Number: 48447361
A new troubleshooting tool
Sawyers, Arlena
Tire Business, p6
April 27, 1998
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 591

2/3,AB/20 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

14508009 SUPPLIER NUMBER: 84970292 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The 2000-10 job outlook in brief.
Moncarz, Roger; Reaser, Azure
Occupational Outlook Quarterly, 46, 1, 2(42)
Spring, 2002
ISSN: 0199-4786 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 7467 LINE COUNT: 02359

2/3,AB/21 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11870655 SUPPLIER NUMBER: 59624209 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The 1998-2008 job outlook in brief.
Kelinson, Jonathan W.; Tate, Patricia
Occupational Outlook Quarterly, 44, 1, 2
Spring, 2000
ISSN: 0199-4786 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 6562 LINE COUNT: 01854

2/3,AB/22 (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10255900 SUPPLIER NUMBER: 20759095 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Customer management. (includes related articles and buyer's guide)(Special Advertising Section: Customer Management Solutions on Windows NT)
Colombo, George
Sales & Marketing Management, v150, n6, p6A(15)
June, 1998
ISSN: 0163-7517 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 10025 LINE COUNT: 00786

ABSTRACT: Customer management information technology tools are necessary for a company's success in today's competitive market. Such systems assure that every employee who interacts with a customer has the latest information about that customer and the transaction.

2/3,AB/23 (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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08116790 SUPPLIER NUMBER: 17364867 (USE FORMAT 7 OR 9 FOR FULL TEXT)
See the light. (use of optoelectronics technology in appliances)

Dzierwa, Richard
Appliance, v52, n8, p26(4)
August, 1995
ISSN: 0003-6781 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 2399 LINE COUNT: 00203

2/3,AB/24 (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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07813447 SUPPLIER NUMBER: 17016424 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Accelerated Europe. (1995 Domotechnica trade show)
Somheil, Timothy
Appliance, v52, n4, p50(7)
April, 1995
ISSN: 0003-6781 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 6211 LINE COUNT: 00486

2/3,AB/25 (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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06705123 SUPPLIER NUMBER: 13214485 (USE FORMAT 7 OR 9 FOR FULL TEXT)
A profile of the up and coming technician: a study in perspectives.
Siddiqi, Shahla
Motor Age, v112, n7, p76(6)
July, 1993
ISSN: 0193-7022 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2794 LINE COUNT: 00210

ABSTRACT: Various sectors of the automotive services industry agree that the automotive technician of the future will differ from technicians today. Computerized automobiles, the possibility of electric vehicles, and electronic systems present new challenges for technicians. Many believe that the new technician will be a self-assured professional who is studious, thoughtful, a team worker and an expert diagnostician.

2/3,AB/26 (Item 7 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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06226339 SUPPLIER NUMBER: 12766349 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Designing the future. (technological product concepts of the future) (Cover Story)
Babyak, Richard J.
Appliance Manufacturer, v40, n7, p19(11)
July, 1992
DOCUMENT TYPE: Cover Story ISSN: 0003-679X LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
WORD COUNT: 7220 LINE COUNT: 00579

2/3,AB/27 (Item 8 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

06142474 SUPPLIER NUMBER: 12743711 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Japan and the U.S. entrepreneur: partners in progress. (Special Advertising Section)
Inc., v14, n10, p169(10)
Oct, 1992
ISSN: 0162-8968 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 4771 LINE COUNT: 00399

ABSTRACT: Japanese firms are a key source of venture capital for small- and medium-sized businesses in the US. Several Japanese-supported US

ventures are described, and the prospects for future business opportunities are assessed.

2/3,AB/28 (Item 9 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

05409272 SUPPLIER NUMBER: 10969829 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Evaluations over, on with the real thing! Integrated avionics - what's it all about?
Herskovitz, Sheldon B.
Journal of Electronic Defense, v14, n7, p29(7)
July, 1991
ISSN: 0192-429X LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 2374 LINE COUNT: 00195

2/3,AB/29 (Item 10 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

02334886 SUPPLIER NUMBER: 03754490 (USE FORMAT 7 OR 9 FOR FULL TEXT)
AT&T. The right choice. (Part two of two parts - Special supplement to May issue)
Modern Office Technology, v30, pS1(37)
May, 1985
LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 16412 LINE COUNT: 01375

2/3,AB/30 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2003 The Dialog Corp. All rts. reserv.

09406846
Richmond Times-Dispatch, Va., Business Briefs Column
KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (RICHMOND TIMES-DISPATCH - VIRGINIA)
January 31, 2000
JOURNAL CODE: KRTD LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1829

ACCOUNTING
Sabrina L. Holme and Harold G. Martin Jr. have been admitted as principals of Keiter, Stephens, Hurst, Gary & Shreaves. Holme leads the employee benefits services group. She joined the firm in 1987 and was a director. Martin leads the business valuation and litigation services group. He joined the firm in 1996 and was a director.
?type s2/3,9/7

2/9/7 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2003 Resp. DB Svcs. All rts. reserv.

02117432 (THIS IS THE FULLTEXT)
Troubleshooting techs turn to Net
(Automotive Information Systems Inc (St Paul, MN) provides auto repair information to technicians & consumers via phone and Internet; has some 30,000 shop subscribers)
Automotive News, n 5760, p 24
April 06, 1998
DOCUMENT TYPE: Journal ISSN: 0005-1551 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 563

ABSTRACT:
Information is the automotive **service technician** 's most valuable tool and the Internet is fast becoming the toolbox. Technicians who specialize

in diagnosing problems are adept at using the Internet to help them interpret vehicle flow charts and diagrams, said Mike Baird, chief technology officer at Snap-on **Diagnostics** in San Jose, Calif. Snapon **Diagnostics** is a business unit of Snap-on Inc. of Kenosha, Wis. Baird participated in a panel discussion sponsored by the Service Technicians Society that explored Internet information :available to technicians. The discussion was held during the SAE International Congress and Exposition in Detroit in February. The Service Technicians Society is a sister organization of SAE. All Snap-on Windows-based computers will have high-speed internet access soon, Baird said, adding, "I invite you to get on board and exploit (the Internet) to the fullest."

Automotive Information Systems Inc. in St. Paul, Minn., is doing just that, said President Jeff Sweet, who was a panelist.

The 10-year-old company has 31 factory-trained technicians who offer diagnosis via telephone, fax and -- as of two years ago -- the Internet. Internet **diagnostics** is a tiny part of the company's service and only 20 percent of the Internet requests are from technicians; the rest are from consumers. Sweet said he expects the Internet part of the business and its use by technicians to grow. Automotive Information Systems has about 30,000 shop subscribers including some new-ear dealers.

Subscribers access the hot line via a toll-free phone number. A menu connects the caller to a technician, who is trained to diagnose the problem on the spot. The caller is billed $2.85 per minute: the average call lasts eight minutes.

TEXT:
ARLENA SAWYERS

Staff Reporter

Information is the automotive **service technician** 's most valuable tool and the Internet is fast becoming the toolbox.

Technicians who specialize in diagnosing problems are adept at using the Internet to help them interpret vehicle flow charts and diagrams, said Mike Baird, chief technology officer at Snap-on **Diagnostics** in San Jose, Calif. Snapon **Diagnostics** is a business unit of Snap-on Inc. of Kenosha, Wis.

"We've underestimated the **skill** level of auto technicians," he said.

Baird participated in a panel discussion sponsored by the Service Technicians Society that explored Internet information :available to technicians. The discussion was held during the SAE International Congress and Exposition in Detroit in February. The Service Technicians Society is a sister organization of SAE.

FUTURE CONNECTION
All Snap-on Windows-based computers will have high-speed internet access soon, Baird said, adding, "I invite you to get on board and exploit (the Internet) to the fullest."

Automotive Information Systems Inc. in St. Paul, Minn., is doing just that, said President Jeff Sweet, who was a panelist.

The 10-year-old company has 31 factory-trained technicians who offer diagnosis via telephone, fax and -- as of two years ago -- the Internet.

The technicians have an average of 14 years' experience. All previously worked at new-car dealerships and are certified by the National Institute of Automotive Service Excellence.

GROWING: NET DIAGNOSIS

Internet **diagnostics** is a tiny part of the company's service and only 20 percent of the Internet requests are from technicians; the rest are from

consumers. Sweet said he expects the Internet part of the business and its use by technicians to grow.

Automotive Information Systems' Internet remote diagnosis works like this: The user clicks on to the site and fills out a form describing the vehicle and the problem; how long the problem has occurred; driving conditions under which the problem occurs; and warning lights that appear.

photo omitted

Within 24 hours, the company emails an answer that outlines:

* The most likely cause of the problem

* Why it is the likely cause

* A method to confirm diagnosis of the most likely cause

* The second-most-likely cause

* A method to diagnose the second-most-likely cause.

The Internet service is $29.95 per use and includes a follow-up question at no additional charge.

THE DATABASE
Sweet said his company can diagnose vehicle repair problems via the Internet because of the expertise of its technicians and a database that allows them to quickly recognize failure patterns.

The database was created from the one million telephone calls from technicians to the company's hot line over the past 10 years.

Automotive Information Systems has about 30,000 shop subscribers including some new-ear dealers.

Subscribers access the hot line via a toll-free phone number. A menu connects the caller to a technician, who is trained to diagnose the problem on the spot.

The caller is billed $2.85 per minute: the average call lasts eight minutes.

Said Sweet: "Technology can't replace technicians but it can enhance their capabilities. We see it as a viable part of the (diagnosis) process in the future."

Wired
Surveys of automotive service technicians found that:

* 72 percent use a computer at **home** or work

* 23 to 26 percent use the Internet

* 17 percent have e-mail

* 57 percent of repair shops owned a computer in 1997 vs. 49 percent in 1994.

Source: Snap-on **Diagnostics** and Babcox Publications Inc.

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COMPANY NAMES: AUTOMOTIVE INFORMATION SYSTEMS INC
INDUSTRY NAMES: Information industry; Online services
PRODUCT NAMES: On-line service providers (737500); Automotive repair shops (753000)
CONCEPT TERMS: All company; All market information; Corporate strategy;

Users
GEOGRAPHIC NAMES: North America (NOAX); United States (USA)
?